



Missouri Department of Health and Senior Services

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RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466

Jane Drummond
Director



Matt Blunt
Governor

April 26, 2007

«CONTACT»

«PROVIDERS_NAME»

«ADDRESS»

«CITY», «STATE» «ZIP»

Dear «CONTACT» :

Please read the following updates and information regarding the Bureau of Special Health Care Needs (BSHCN) Adult Head Injury (AHI) Program.

Staff Updates

Michael Pethan has joined the BSHCN as a Regional Coordinator for the Northwest office. Many of you may remember working with Michael, as he previously served as a Service Coordinator for the AHI Program. Connie Koerner-Bean has accepted the Regional Coordinator position for the Southeast office. Connie previously served as a Service Coordinator for the Healthy Children and Youth Program within the BSHCN. We are delighted to have both on board with the BSHCN team.

BILLING – Need your Help!

Another State fiscal year is coming to a close. To avoid significant delay in payment, claims for services provided in April and May 2007, must be submitted and received in our billing office no later than close of business on **June 8, 2007**. Your cooperation is greatly appreciated, as it will result in a better outcome for the provider and the program. If you have any questions about the billing process, please contact Karen McMahon at (573) 751-6245. Claims may be faxed to Karen at (573) 751-6263.

Treatment Plan/Monthly Progress Notes – Need your Input

It has been nearly a year since we have implemented the DHSS Treatment Plan and Monthly Progress Report form. As we look to revise this report and/or process, it is important that we have provider's input to take into consideration. Enclosed you will find a survey to be completed and returned by May 18, 2007. Please make copies, and share the survey with as many individuals within your organization as appropriate.

AHI Program Prior Authorization Modifications - Process and New Form

Participant's status and needs may change significantly from time to time. In any case this occurs, it is very important that the provider communicates this information to the service coordinator immediately. In some situations, it may be appropriate to request an increase or

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decrease in services as appropriate to the participant's situation. An increase in services must be authorized and is initiated by completing the AHI Program Prior Authorization Modification form. A significant decrease in services (greater than 25% or original authorized units) should also be communicated and initiated by the completion of an AHI Program Prior Authorization Modification form. The modification form is then submitted to the service coordinator for their review and recommendation. The service coordinator will send the modification form to the Program Manager for review and final approval or denial. A copy of the modification form with final results indicated will be sent to the provider. An accurate account of services to be utilized by the participant allows the Program Manager to manage the program funds most efficiently and effectively for all participants. An increase in authorized units will not be reimbursed unless approval is received through the modification request process. A copy of the Adult Head Injury Program Prior Authorization Modification form (MO 580-2853N 02-07) is enclosed. An electronic version is available on the provider secure website. The form is also available through the Missouri State Office of Administration on free software called OneForm. Instructions for accessing OneForm and the provider secure website are also enclosed.

Provider Information Changes

BSHCN needs to be informed if there are any changes of organizational name, address or contact information. If you have any changes, please report to Sandy Gilman at (573) 751-6246.

Your continued commitment to providing quality services for persons with traumatic brain injury is appreciated. Please feel free to contact the AHI Program staff at (573) 751-6246 for any questions or assistance.

Sincerely,

Lori Brenneke, Manager
Adult Head Injury Program
Bureau of Special Health Care Needs

LB:lsp

Enclosures

c: Gary Harbison
Service Coordinators
Karen McMahon
Sandy Gilman